

**AZNet**  
**General Process for all Maintenance/Repair/Trouble**  
**Tickets, Projects, Service Requests, and Moves, Adds**  
**Changes (MACs)**  
**June 2007**

**If an agency does not have its own Support/Help Desk/Representative**, end users or agency representatives should call the *AZNet* Support Desk for all telecommunications requests. The Support Desk can be reached at **602-364-4444** or, via email at [aznetsupportdesk@azdoa.gov](mailto:aznetsupportdesk@azdoa.gov).

**If an agency does have its own Support/Help Desk/Representative**, end-users or agency representatives should call their own Support/Help Desk for all telecommunications requests. The agency's Support/Help Desk, like other agency customers, then should contact the *AZNet* Support Desk to make telecommunications requests on behalf of its agency. All status requests should come from the agency's Support/Help Desk.

Because the agency's Support/Help Desk is the single-point of contact for the agency, acting as the liaison between *AZNet* and the agency, communication between the agency's Support/Help Desk and the *AZNet* Support Desk is critical to the timely delivery of *AZNet* services. Agency Support/Help Desks include but are not limited to: Arizona Health Care Cost Containment System, Department of Agriculture, Commission of the Arts, Attorney General's Office, Department of Commerce, Corporation Commission, Department of Corrections, Department of Economic Security, Department of Education, Department of Environmental Quality, Department of Game and Fish, Governor's Office, Department of Health Services, Industrial Commission, Department of Juvenile Corrections, Department of Land, Department of Parks, Department of Public Safety, Registrar of Contractors, State Retirement System, Department of Revenue, State Boards' Office and Department of Transportation. Please check with your agency for the appropriate telephone number for your agency's Help Desk.

**AZNet Support Desk:**

The *AZNet* Support Desk - Level 1 is made up of State of Arizona personnel. Levels 2 and 3 are made up of employees from the outsourcing contractor. Accenture is the contractor and its subcontractors are Black Box and Calence.

The *AZNet* Support Desk will open a ticket in Remedy (a problem reporting and change management tracking system used to manage trouble tickets and MACs) and assign it to an *AZNet* technician or engineer to work. A remote solution will always be attempted first. An on-site technician or engineer may be dispatched if necessary. The *AZNet* Support Desk will notify *AZNet* technicians and engineers

of trouble tickets, service requests and change management requests via Remedy. The *AZNet* Support Desk also will notify the *AZNet* Program Management Team of all critical and major outages.

After a MAC or Repair ticket has been fulfilled, the *AZNet* technician or engineer will enter all closure and resolution information on the Remedy ticket in an accurate and timely manner and update the ticket status to “resolved”. An automated email will be generated to the requestor stating the ticket has been resolved and will be automatically closed after three days. If you are not satisfied with the resolution, contact the *AZNet* Support Desk immediately. The ticket will be reopened and the *AZNet* Program Management will be notified. If the resolution is still not satisfactory, follow the Program Management Escalation process listed below.

#### **Change Management Desk (CMD)**

The Change Management Desk (CMD) is a specialized group of *AZNet* managers and engineers responsible for reviewing all MAC and maintenance requests. The CMD is responsible for assigning technicians and engineers to work tickets and for performing most soft MACS, as well as identifying operational issues. The CMD is made up of Accenture, Black Box and Calence personnel.

#### **Change Account Management (CAM)**

The Change Account Management (CAM) team is responsible for providing quotes to agencies for specific Big MACs, work not covered under the MAC allocation, and projects under \$25,000 that do not require complex engineering, i.e., the Call Center. They also will field specific Requests For Information (RFIs) depending upon the subject. The CAM team is made up of Accenture personnel.

#### **Program Management Escalation**

If an agency is not satisfied with the contractor performance or status/progress of a Remedy ticket or project and has not been able to resolve the issue with *AZNet*, the ticket can be escalated to Program Management. Contact the Level 1 Help Desk and request a Program Management Escalation of the ticket, or contact the Telecommunications Program Office (TPO) at 602-364-1106 or via email at [tpo@azdoa.gov](mailto:tpo@azdoa.gov). The TPO is the final point of escalation. A Service Level Agreement may be associated with the Program Management Escalation.